

September 1, 2004

Federal Communications Commission  
Office of the Secretary  
Washington, DC

Re: CC Docket No. 02-6  
Request for Review  
Panhandle CUSD#2 Billing Entity 136621

Dear Sir:

Attached is a letter of appeal made to the Universal Service – Schools and Libraries regarding our Form 471 for e-rate services for funding year 2004-2005. Universal Services states that my form 471 was received outside of the window.

As stated in my letter, my original form 471 was signed and mailed December 12, 2003, well within the window. I became concerned when I did not receive a letter of receipt from Universal Service. I sent numerous e-mails and made phone calls but received little help. Many of my e-mails were not even answered.

I was finally told that they did not have my 471 on file and I should mail another one. I did this, but then was told that it was postmarked outside the window.

I have appealed through the SLD appeals process and received a letter stating my appeal has been denied.

This was the first time I had not sent my form 471 return receipt requested. I have since read the warnings on the web site on keeping proof of postmark. My question is if this is such a problem, why do they even list an address to send forms regular mail? They should just tell you to send it certified mail because they are more likely than not to lose your form. Also, had I known sooner via an answer to my earlier e-mails, I could have sent another 471 earlier than I did. If I did not feel a form 471 had been sent, why would I have enquired as to why I had not received a confirmation.

I realize this is probably a lost cause, but it does not hurt to try. I've learned a lesson and will never again send anything to SLD without sending it certified.

Thank you very much for your consideration in this matter, I appreciate your time.

Sincerely,

Kathy Johnson  
Bookkeeper,  
Panhandle CUSD#2



June 29, 2004

Letter of Appeal  
Schools and Libraries Division  
Box 125 – Correspondence Unit  
80 South Jefferson Road  
Whippany, NJ 07981

Re: Form 471 - Appeal  
Postmarked Outside of Window  
Billed Entity Number: 136621

To Whom It May Concern:

I would like to appeal the Schools and Libraries decision to Postmark my Form 471 Certification Outside of Window. A copy of this letter dated June 22, 2004 is included.

On December 10, 2003 I attended a workshop during which we completed and submitted our 471 form on-line. On December 12, 2003, I had the Superintendent sign the Block 6 certification page which I mailed the same day. A copy of this is enclosed. For the first time since I have been doing e-rate (5 yrs), I did not send this certified mail, return receipt requested. I thought since I had plenty of time for my window, and since I had never had any problems before, I could send it regular mail.

Unfortunately I was incorrect. I checked the web site several times and sent several e-mail inquiries as to why my Form 471 was not certified complete. I have included copies of these e-mails from March 5 to present. I never received a response until I was finally able to contact someone by phone.

When I finally received a phone response I was told I could re-submit the Block 6 certification, but was told it would be considered out of the window.

I have always submitted my forms in a timely manner and have learned a lesson about sending them certified mail. Although I have no proof that the certification page was mailed in December, I feel the fact that I attended and completed the 471 form in December along with the fact that all my previous e-rate forms have been completed in a timely manner should be considered for this appeal.

Anything that you could do to assist me with this matter would be very much appreciated.

I can be contacted at:

Kathy Johnson  
Panhandle CUSD#2  
P.O. Box 49  
Raymond, IL 62560

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katjo@montgomery.k12.il.us

Thank you.

Sincerely,

Kathy J. Johnson,  
Bookkeeper/Treasurer  
Panhandle CUSD#2

Enclosures